

ARDI Policy Guidelines - Travel Guard

The ARDI master policy states that if during a stay at a rental property, an Insured Person, causes any damage to, or theft of, real or personal property of the rental property as a result of inadvertent acts or omissions, the Insurer will reimburse the rental property for the cost of repair or replacement of such property up to the maximum limit shown in the schedule.

The Accidental Rental Damage Insurance plan was NOT intended to cover:

- Labor (time) to shop and deliver by on-staff personnel
- Fuel surcharges
- Delivery fees (not including shipping charges or delivery charges as part of appliance or furniture delivery)
- Hot tub and pool cleaning
- Excess cleaning charges – (ex: trash removal, whole house carpet cleaning)
- Any repair considered to be “wear and tear” or normal maintenance
(ex: repair a screen door that has come off the track, repair of a hand railing, etc.)
- End of season linen replacement

CLAIM PROCESS:

- * Please complete the ARDI claim form and submit to ARDI Claims within 14 business days of discovery of the damage.
- * Include all information regarding the claim with the description of the damage and the action to be taken for repair; please be specific and provide as much detail as possible.
- * If the damage is anticipated to be over \$1000, include pictures with the claim form submission.
- * Within 60 calendar days of the initial filing, submit all receipts or invoices to ARDI claims for review and processing.
- * Generic word document receipts are not acceptable; must be on vendor letterhead or business invoice.
- * Be sure to include the claim number on all documentation and send one claim per email.

ARDI is to be included on all reservations.

Thank you for your business and continued support of the ARDI program. If you have questions, please contact your Travel Guard sales representative at any time.